

IN THE CLAIMS:

The text of all pending claims are set forth below. Cancelled claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strike through~~. The status of each claim is indicated with one of (original), (currently amended), (previously presented), (cancelled), (withdrawn), or (new).

Please AMEND the claims in accordance with the following:

1-8. (Cancelled).

9. (Currently Amended) A call service system comprising:

at least one client terminal through which a user can make an inquiry, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails;

at least one operator terminal through which an operator receives the inquiry from the user and answers the inquiry; ~~and~~

a server connected ~~to~~ with said client terminal and said operator ~~terminal~~, terminal; said client terminal including,

a user interface ~~with which~~ allows the user ~~can to~~ select a ~~type of a~~ communication media to be used when receiving the answer from the operator, the user's selection being made between at least two available communication media choices comprising a telephone and an email; and

a transmission unit which transmits the information related to the communication media selected by the user, the contents of the inquiry, and information related to the user to said server, ~~and wherein~~

said server ~~including~~ includes,

a queue-managing unit which queue-manages inquiries in which the user has either selected a telephone call or an e-mail as the ~~type of~~ communication media for receiving

the answer or made the inquiry over a telephone in a unified manner; and

a processing unit which successively processes the inquiries in a queue on said operator terminal, wherein

~~said queue-managing unit manages a first queue including inquiries submitted by a computer client in which telephone has been selected as the type of communication media and a second queue including the inquiries made over a telephone, and~~

~~said processing unit allocates the inquiries in the second queue to said operator terminal, and when there is no entry in the second queue, successively allocates the inquiries in the first queue to such that said operator terminal communicates with the client terminal using the communication media selected when answering the inquiry.~~

10. Cancelled.

11. (Currently Amended) The call service system according to claim 9, wherein said queue-managing unit manages the inquiries in which the user has either selected a telephone call as the type of communication media for receiving the answer or made the inquiry over a telephone, in one queue, and

said processing unit successively allocates the inquiries in the queue to said operator terminal in accordance with a predetermined rule.

12. (Currently Amended) The call service system according to claim 9, wherein the communication media to be used when receiving the answer from the operator is allowed to be different from a communication media used when sending the inquiry from the user. ~~said queue-managing unit queue-manages a demand for notification received from a plurality of said operator terminals for simultaneously notifying a plurality of users of information items, inquiries in which a telephone call is selected as the type of communication media, and inquiries received over a telephone.~~

13. (Previously Presented) The call service system according to claim 9, wherein said user interface comprises a homepage inquiry screen that is provided with at least an input frame for allowing a selection among a retrieval of knowledge data base, an inquiry

through an electronic mail and an inquiry through telephone, an input frame used for inputting information related to the user and an input frame in which the contents of an inquiry are input.

14. (Currently Amended) A call service method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the method comprising ~~the steps of:~~

selecting a ~~type of~~ communication media to be used when receiving the answer from said operator terminal, allowing the communication media selected to be different from a communication media used when sending the inquiry, the selection being performed by a user using on a user interface of said client terminal, the user's selection being made between at least two available communication media choices comprising a telephone and an email;

transmitting information related to the ~~type of~~ communication media selected by the user, the contents of the inquiry and information related to the user, to a server;

queue-managing the inquiries in which a telephone call or an e-mail has been selected as a the type of the communication media ~~and the inquiries received in the form of a telephone call;~~

providing a control to successively process the ~~inquires~~ inquiries in the queue on said operator terminal; and

communicating with the client terminal using the communication media selected when answering the inquiry.

~~managing a first queue including inquiries submitted by a computer client in which telephone has been selected as the type of communication media and a second queue including the inquiries made over a telephone; and~~

~~allocating the inquiries in the second queue to said operator terminal, and when there is no entry in the second queue, successively allocating the inquiries in the first queue to said operator terminal.~~

15. (Currently Amended) A ~~volatile or non-volatile~~ computer-readable recording medium ~~storage~~ that stores a computer program which when executed on ~~information allowing a computer to realize~~ realizes a method of receiving an inquiry from a client terminal of a user,

giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize the steps of: ~~method comprising:~~

displaying a user interface on said client terminal of the user for selecting a ~~type of~~ communication media to be used when receiving the answer from said operator terminal, allowing the communication media selected to be different from a communication media used when sending the inquiry, where the user's selection is made between at least two available communication media choices comprising a telephone and an email;

transmitting ~~from said client terminal~~ information related to the ~~type of~~ communication media selected by the user from said client terminal, the contents of the inquiry, and information related to the user to a server;

queue-managing the inquiries in which a telephone call or an e-mail has been selected as a the type of the communication media; ~~and the inquiries received in the form of a telephone call; and~~

providing a control to successively process the inquiries in ~~a the~~ queue on said operator terminal; ~~and, where telephone-made inquiries are generally allocated to the queue and where computer-made inquiries that request a telephone answer are allocated to the queue based on whether the queue is empty~~

communicating with the client terminal using the communication media selected when answering the inquiry.

16. (Currently Amended) A computer program ~~product~~ which when executed on a computer realizes a method of receiving an inquiry from a client terminal of a user, giving an answer to the inquiry through at least one operator terminal, said client terminal being any one of a telephone and a computer which can access homepages or send or receive emails, the computer program making the computer realize a ~~method process~~ comprising:

displaying a user interface on said client terminal of the user for selecting a ~~type of~~ communication media to be used when receiving the answer from said operator terminal, allowing the communication media selected to be different from a communication media used when sending the inquiry, where the user's selection is made between at least two available communication media choices comprising a telephone and an email;

transmitting information related to the ~~type of~~ communication media selected by the user from said client terminal, the contents of the inquiry, and information related to the user to a server;

queue-managing the inquiries in which a telephone call or an e-mail has been selected as a the type of the communication media; ~~and the inquiries received in the form of a telephone call; and~~

providing a control to successively process the inquiries in a queue on said operator terminal; and

communicating with the client terminal using the communication media selected when answering the inquiry.

~~, where telephone-made inquiries and non-telephone-made inquiries that require a telephone answer are both allocated to the queue, and where the telephone-made inquiries are allocated with higher priority.~~

17. (Previously Presented) A system according to claim 9, further comprising allocating the inquiries in the second queue to said operator terminal when there is no entry in the second queue for a predetermined time counted by a timer, and where the first queue further comprises a waiting matrix for its inquiries.

18. (Previously Presented) A method according to claim 14, further comprising allocating the inquiries in the second queue to said operator terminal when there is no entry in the second queue for a predetermined time counted by a timer, and where the first queue further comprises a waiting matrix for its inquiries.